



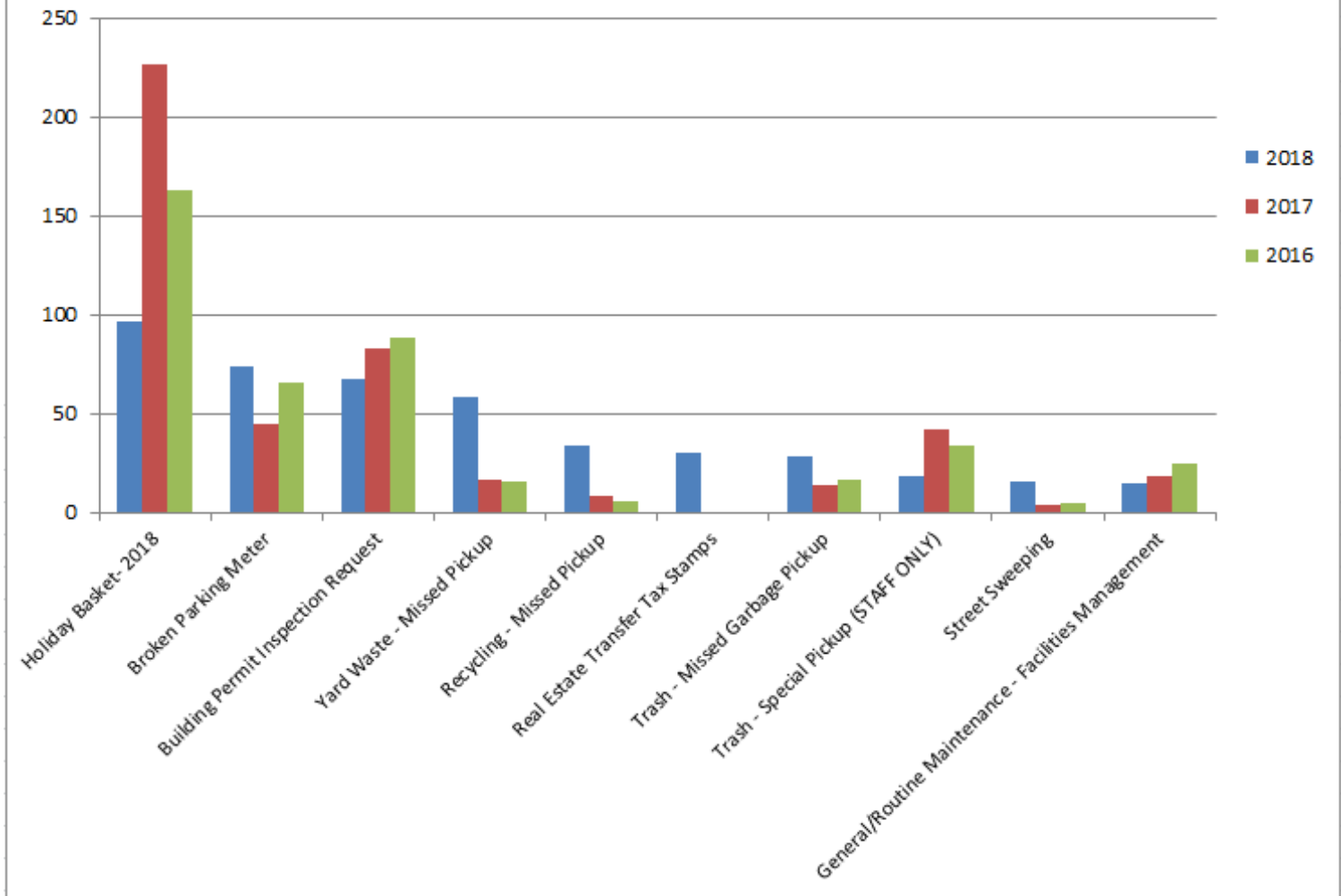
# Weekly Report

**November 29 – December 5, 2018**

	Current Week	Previous Week
<b>Calls Handled</b>	2635	2267
<b>Service Requests</b>	820 Including 115 Holiday Basket Requests	625 including 147 Holiday Basket Requests
<b>Total Chats</b>	40	21
<b>Total Text</b>	31	26

<b>Trending Requests</b>	<ul style="list-style-type: none"> <li>• Holiday Baskets</li> <li>• Missed Yard Waste</li> <li>• Street Sweeping Questions</li> </ul>
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**2016-2018 Comparison Chart**  
For November 29 - December 5





# Weekly Report

**November 29 – December 5, 2018**

**Missed Garbage Pickup**

This week 29; Last week 17  
Above 3 year avg. of 14.2

**Missed Recycling Pickup**

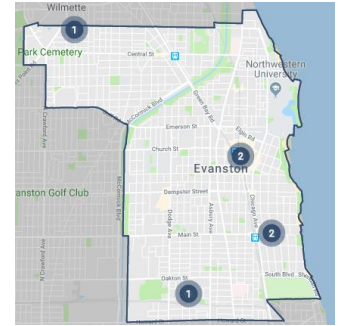
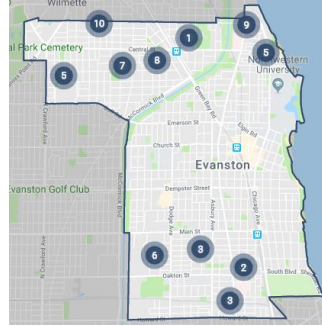
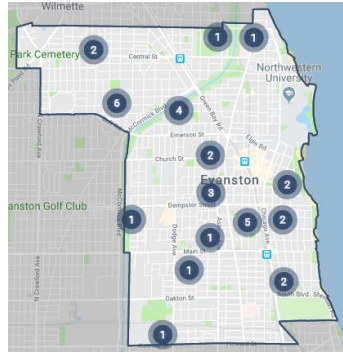
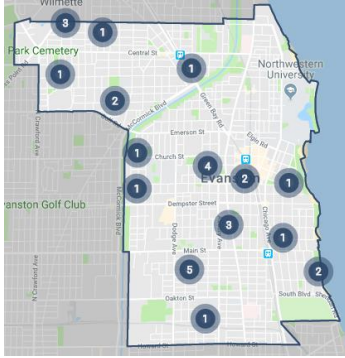
This week 34 ; Last week 3  
Above 3 year avg. of 13.1

**Missed Yard Waste**

This week 59; Last week 3  
Above 3 year avg. of 11.1

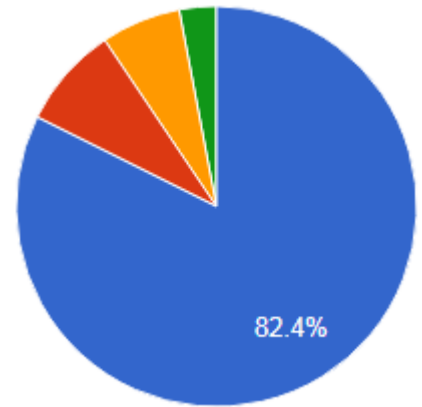
**Rodents/Rats**

This week 6; Last week 3  
Below 3 year avg. of 20.3



**SLA Analysis**

Issue	# Late	% Late	% Complete within SLA
Construction / Engineering	1	100%	0%
Dead Rodent Rat	1	50%	50%
Ask a Question/Send a Message	2	17%	83%
Pot Hole - Alley	2	50%	50%
Sewer/Street Alley Flooding	1	25%	75%
Trash/ Overflowing Garbage	1	33%	67%
Trash Cart, Recycling Cart - Missing	1	50%	50%
Trash - Missed Garbage Pickup	7	24%	76%
Yard Waste - Missed Pickup	7	12%	88%



- Completed
- In progress
- Received
- Submitted



# Weekly Report

**November 29 – December 5, 2018**

## Upcoming Events—December 10 - 16

MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY	SATURDAY	SUNDAY
<b>10</b> 3:00 PM <a href="#">Community HIV &amp; STI Screening</a>  6:00 PM <a href="#">Administration and Public Works Committee</a>  7:00 PM <a href="#">Planning &amp; Development Committee</a>  7:15 PM <a href="#">City Council</a>	<b>11</b> 9:30 AM <a href="#">ProduceMobile</a>  6:30 PM <a href="#">Arts Council Meeting</a>  7:00 PM <a href="#">Preservation Commission Meeting</a>	<b>12</b> 2:30 PM <a href="#">Design and Project Review Committee</a>  6:30 PM <a href="#">Hope for the Holidays</a>  7:00 PM <a href="#">Plan Commission Meeting</a>  7:00 PM <a href="#">5th Ward Holiday Party and Meeting</a>  7:00 PM <a href="#">Citizens' Police Advisory Committee</a>	<b>13</b> 9:30 AM <a href="#">Joint Review Board Meeting</a>  5:00 PM <a href="#">Main-Dempster Mile Holiday Treat Walk</a>  7:00 PM <a href="#">2nd Ward Meeting</a>  7:00 PM <a href="#">Environment Board</a>  7:00 PM <a href="#">Mental Health Board - CANCELED</a>	<b>14</b> 7:15 AM <a href="#">Utilities Commission Meeting</a>  7:30 PM <a href="#">The Nutcracker on Ice</a>  7:30 PM <a href="#">"Moving On"</a>	<b>15</b> 8:00 AM <a href="#">Indoor Farmers' Market</a>  12:00 PM <a href="#">9th Ward Holiday Party</a>  2:30 PM <a href="#">The Nutcracker on Ice</a>  4:00 PM <a href="#">"Moving On"</a>  7:00 PM <a href="#">"Moving On"</a>  7:30 PM <a href="#">The Nutcracker on Ice</a>	<b>16</b> 2:30 PM <a href="#">The Nutcracker on Ice</a>  4:00 PM <a href="#">"Moving On"</a>  7:00 PM <a href="#">"Moving On"</a>

## Ask a Question—Word Cloud

